GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2934
ANSWERED ON:16.12.2015
E-Commerce Services
Paswan Shri Chirag

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether network of post offices is used for promoting e-commerce in the country;

(b) if so, the details of contracts signed with various e-commerce companies during the last three years and the current year;

(c) whether the Government is taking any steps to ensure proper utilization of a large network of post offices; and

(d) if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b) Yes, Madam. The Department of Posts through its network of post offices offers its existing services and products like Speed Post, Parcels etc. to all the customers including eCommerce companies for booking and delivery solutions of their articles. More than 400 eCommerce companies across the country including Amazon, Flipkart, Myntra, Snapdeal, Yepme, Naaptol etc. are availing the services of the Department under standard Agreements like BNPL (Book Now Pay Later) Scheme which are common to all bulk customers.

Additionally, Agreement for sale and promotion of philatelic items and their delivery through Speed Post have been signed with M/s Snapdeal and M/s Shopclues on 04.08.2014 and 07.10.2015 respectively.

(c) & (d) Department of Posts reviews its services and products from time to time keeping in view the changing market scenario, customer needs, industry benchmarks etc and takes steps to modify service features accordingly to ensure proper utilization of the large network of post offices and boost revenue growth. Some of the steps taken to ensure optimum utilization of the network of post offices include sale of third party products, rationalization of the parcel services, augmenting and establishing parcel processing centres, introduction of Cash on Delivery (CoD) for remittance of amount towards cost of delivered goods in Speed Post and Parcels.

As on 30.11.2015 an amount of Rs. 970 Crores has been collected and remitted to different eCommerce companies under Cash on Delivery (CoD).